

ABSTRACT OF THE DISCLOSURE

[1057] The disclosure is directed to a service support system that includes a service request interface, a dispatch system interface, and a service assignment module. The service request interface is configured to communicate with a service request system. The dispatch system interface is configured to communicate with a dispatch system. The service assignment module is configured to assign a particular service request to a particular technician based at least in part on a historical technician performance statistic. The particular service request is received via the service request interface. The service assignment module notifies the particular technician of the service request via the dispatch system interface.